

(19) World Intellectual Property
Organization
International Bureau



(43) International Publication Date
21 April 2005 (21.04.2005)

PCT

(10) International Publication Number
WO 2005/036907 A1

(51) International Patent Classification⁷: **H04Q 7/32**,
H04L 12/56, H04Q 7/38

(21) International Application Number:
PCT/GB2004/004287

(22) International Filing Date: 8 October 2004 (08.10.2004)

(25) Filing Language: English

(26) Publication Language: English

(30) Priority Data:
0323549.6 8 October 2003 (08.10.2003) GB

(71) Applicant (for all designated States except US): **INTUWAVE LIMITED** [GB/GB]; Siena Court, The Broadway, Maidenhead, Berkshire SL6 1NJ (GB).

(72) Inventor; and

(75) Inventor/Applicant (for US only): **SEWARD, Richard** [GB/GB]; Intuwave Limited, Siena Court, The Broadway, Maidenhead, Berkshire SL6 1NJ (GB).

(74) Agent: **ORIGIN LIMITED**; 52 Muswell Hill Road, London N10 3JR (GB).

(81) Designated States (unless otherwise indicated, for every kind of national protection available): AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BW, BY, BZ, CA, CH, CN, CO, CR, CU, CZ, DE, DK, DM, DZ, EC, EE, EG, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ, NA, NI, NO, NZ, OM, PG, PH, PL, PT, RO, RU, SC, SD, SE, SG, SK, SL, SY, TJ, TM, TN, TR, TT, TZ, UA, UG, US, UZ, VC, VN, YU, ZA, ZM, ZW.

(84) Designated States (unless otherwise indicated, for every kind of regional protection available): ARIPO (BW, GH, GM, KE, LS, MW, MZ, NA, SD, SL, SZ, TZ, UG, ZM, ZW), Eurasian (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European (AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HU, IE, IT, LU, MC, NL, PL, PT, RO, SE, SI, SK, TR), OAPI (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG).

Published:

- with international search report
- before the expiration of the time limit for amending the claims and to be republished in the event of receipt of amendments

For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.

(54) Title: A METHOD OF ENABLING A WIRELESS INFORMATION DEVICE TO ACCESS CUSTOMER SUPPORT SERVICES

(57) Abstract: If an end-user of a wireless information device has a support requirement, he opens a data connection from his device to a customer support computer; the data connection remains open whilst the device progresses up a queue of an automated queuing system connected to the customer support computer. A predefined action is initiated that meets the support requirement before the device reaches the top of the queue or when the device reaches the top of the queue.

WO 2005/036907 A1